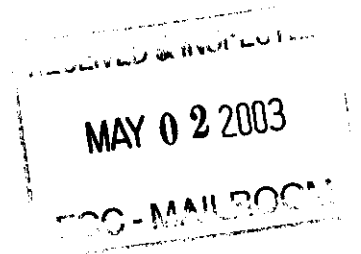


UT

04/25/2003



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

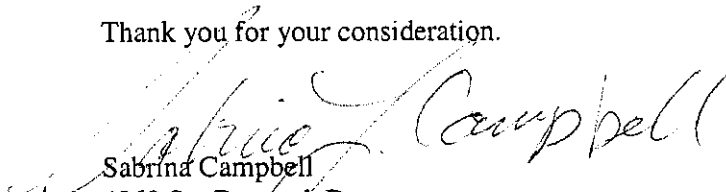
Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of
1991

My name is Sabrina Campbell. I am a Payroll Clerk for Teleperformance USA located in Salt Lake City, Utah. I live with my husband and two small children of which I am the sole provider. I enjoy my job and am very confident in the products and services that we provide. I have purchased these products and I'm sure that every one has at some point in their lives.

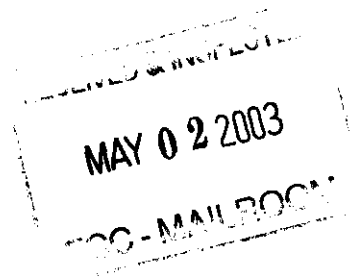
The National DNC's list and restrictions on Predictive Dialers will put millions of people out work including myself. Most of our employees have no other skills to fall back on and will be drawing unemployment and welfare. Those who are not benefiting from government agencies will need to pay more taxes to support those that are.

Teleperformance USA and the American Telemarketing Association have my full support for the proposed modifications to the FTC Rules.

Thank you for your consideration.


Sabrina Campbell
4260 So. Bannock Dr.
West Valley, UT 84120

4/25/03



Commission's Secretary
Office of Secretary
Federal Communications Commission
445 12th St, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Crystal Garduno. I am a payroll clerk at Teleperformance USA. Our company is located in Salt Lake City, UT. Thousands of people, including myself, have confidence and need for the services and products that we sell which is apparent by the number of clients and customers we have.

I am a single mother who is working to support my only son and to further educate myself. As a single mother, I have to dedicate not only my time and love, but also make sure that my son is financially taken care of. Losing my job would be a devastating thing to my small family. I love my job, and the people I work with keep my busy day a happy one.

I am opposed to the National DNC list and the restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC Rules.

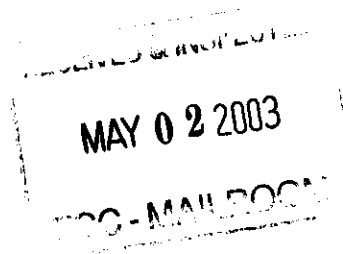
Thank you for your full consideration on this topic.

Crystal Garduno

3925 Azure Meadow Circle
Taylorsville, UT 84118

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington DC 20554



This letter is in reference of CG Docket # 02 – 278

I am a Payroll Clerk for Teleperformance USA in Salt Lake City, Utah. We live in America which should give us the freedom to explore various means of advertisement and communication. It is our constitutional right! Teleperformance supplies many jobs in our community and many others by implementing the National DNC list and restrictions on Predictive Dialers it would cripple our communities.

There is a continuing decline in the job market, my husband has developed disabilities that now longer allow him to perform his normal job. He has been unemployed since October 2002, my income is the only income in our household. If I were to lose my job I do not know how we would survive.

I strongly oppose the National DNC list and restrictions on Predictive Dialers. I stand by Teleperformance USA's and the Telemarketing Association's proposed modifications to the FTC rules.

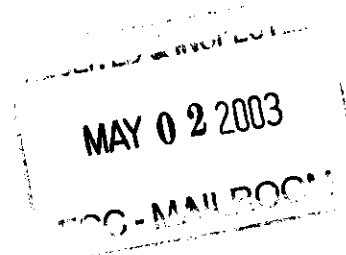
Thank you for your full consideration on this topic!

Sincerely Concerned,

Sharrie V. Nelson
5471 W October Way
WVC, UT 84120



Teleperformance USA



April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am an employee of Teleperformance USA in Salt Lake City, Utah. My responsibilities include Project Management and Information Technology research and development. I have been with Teleperformance USA for almost two years and enjoy the challenges and rewards that the company has to offer.

Teleperformance USA is customer contact and support organization with both inbound and outbound telemarketing and support services. The outbound sales component of our operations is a big part of the revenue and profitability of the company. The recent FTC rules will impact our ability to be successful in those areas. It will force us to eliminate positions and/or move more work to overseas locations in order to provide services to our customers that fit their cost structure for return on investment.

Due to the lack-luster economy (especially in Utah), if my position at Teleperformance USA were to be eliminated I would certainly be forced to go on unemployment and would most likely be unable to find employment elsewhere at a comparable salary.

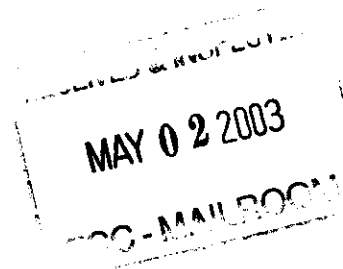
Please consider carefully the recent rules restricting outbound telemarketing practices and revise the rules if possible to support legitimate outbound telemarketing by reputable companies. Specifically, the National Do Not Call provision and restrictions on predictive dialing will have a dramatic negative affect on Teleperformance USA's ability to support employment opportunities in the US.

Thank you for your full consideration on this topic.

Tracy D. Poulsen
8490 South Rua Branco Drive
Sandy, UT 84093

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am currently employed as an Account Manger in Salt Lake City Utah in the Client Services Department at Teleperformance USA. I have been in this industry for six years and truly must say I enjoy my job.

I fell into this career in my last semester in college. This industry is fast paced, dynamic, ever changing, intellectually stimulating and overall fascinating. To my amazement, I found that the telemarketing industry was more than just placing annoying calls and inconveniencing people. One of the first things I learned in my initial training class is that we, as telemarketers have a responsibility to match the right product to the right person. We were instructed that if you have not made your offer 100 % clear and concise, you could not ethically send it through as a sale. Beside that fact that is was unethical, I was amazed at the levels of check and balances telemarketing companies have in place to ensure the sales are valid, ethical and respectable.

Both of the companies I have worked for in the past six years have been very dedicated to following all of the regulations. I have lived by the TCPA laws and feel that very few if any of the customers my agents speak to on a daily basis have been "slammed" or sold something they did not want.

On the program I currently manage, we make over 10,000 sales per month. Each of these sales is confirmed by our verifications team for authenticity and accuracy.

With the continuous increasing regulations, my job, the jobs of hundreds of agents making the calls for my clients, and the multitude of jobs which provide our support system will be in jeopardy. I oppose the proposed regulations which include a National Do Not Call list and the restrictions on Predictive Dialers.

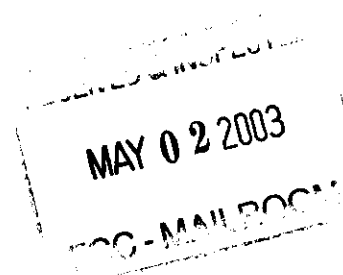
I also support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.

Rhonda Berry
169 E Wasatch Point Lane Apt 30206
Draper UT, 84026

4/28/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work in Salt Lake City, Utah at Teleperformance USA. I am a Senior Account Manager in Client Services at the corporate office. I manage an Outbound Membership Services account, which I have been doing for about 3 years now. Basically, I am the liaison between Teleperformance USA and the client.

I absolutely LOVE my job. I have worked at Teleperformance USA for almost 10 years now performing various duties and working various positions. This was my first job out of high school starting on the "phones" as a Telemarketer and worked my way up. I had plans to go to college, but instead, I was wrapped up in my job and decided to make this my career. I have worked several positions within this company, all of which I have enjoyed thoroughly. I am grateful for the opportunity Teleperformance USA has given me to better myself without a college degree and to learn so many useful things. This job has taught me MORE than college courses could ever teach me. I received real hands on training in the professional world! I know this is true of many people. I know there are many people just like me who put off going to college to give their job 110%.

The products I am currently managing are ones that I feel everyone can use at some point in their lives. We sell services at major discounted prices to help the consumer save on items and services we buy every day.

This job is very important to my family and me. Without it, I do not know where I would go or what I would do. Without this industry, thousands upon thousands of people like me would be unemployed. During this already failing economy, this is not a time to dissolve an industry that employs thousands of people, including minorities and females. Why would we want more people claiming unemployment? What is the point of having so many more people unemployed or rather, under employed? If I lose my job, I am afraid I would not be able to find anything else and soon enough. Jobs, especially good ones, are hard to come by these days. My husband works in the same industry. Just a week ago, he was laid off because of the ailing economy and industry. He is currently looking for a job, so I am the breadwinner. Thank goodness for my job! If I were to lose mine, we would be in a world of hurt. Why would anyone want to do this to so many people? Can you sleep at night knowing the ramifications of shutting down a billion dollar industry?

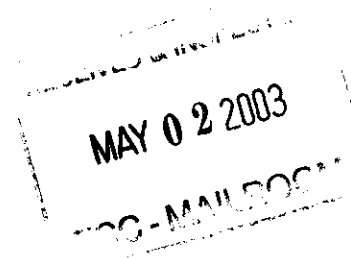
I **STRONGLY** oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.

Lindsay Reader
174 West 1380 North
Tooele, UT 84074

April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Hello, my name is Justin Anderson, and I currently work in Salt Lake City, Utah; for TeleperformanceUSA, in their corporate IT department. I am their data archivist, I back up all the sales that are made by the phone operators. And store them for future use.

This job has meant a lot to me. It supports me and my family enough that we can live in a decent house, and provides enough income that my wife can stay home and take care of our two daughters. If I were to lose this job we would have to give up this wonderful chance to raise our daughters; probably force my wife to start work and put both our daughters into daycare.

I oppose the National DNC list and restrictions of Predictive Dialers and support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

I enjoy my job and hope you will consider this in your decision.

Thank you for your full consideration on this topic.

Sincerely,

Handwritten signature of Justin Anderson.

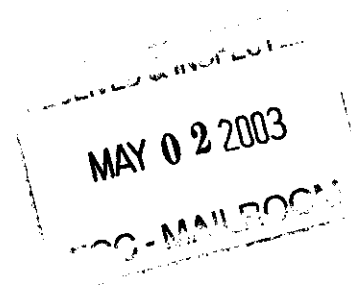
Justin Anderson
128 E 7100 S Apt B
Midvale, Utah 84047



Teleperformance USA

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:


Regarding the current legislation aimed at establishing a national Do Not Call List, I wanted to communicate my thoughts opposing the bill in its current form. It seems the effects of the bill have not been carefully considered past the general positive public response to the idea in principle.

The concept of preventing annoying sales calls initially seems very appealing. However, what about the millions of legitimate sales that happen as a result of telemarketing? Are we willing to give up that give up that national revenue across the nation for some short-lived publicity? What about all of the people at all income levels that will lose their jobs over this?

We here at Teleperformance USA conduct ONLY professional, legal, and ethically viable outbound sales campaigns, as well as inbound call programs across the country. We have already seen a decline in business due to the economy and anticipation of this new legislation. If this legislation is not altered in a conscientious, reasonable manner it will translate to thousands of jobs being lost in our company alone. This is an extremely short-sighted bill that is going to have disastrous effects for our country's economy, as well as for my and my family. I am a software developer who has made a career out of developing call center software. While my experience is primarily in the customer service environment, I am still likely to lose my job over this new legislation.

Please think again about what you are trying to accomplish here. Think about the REAL benefits, and the measurable losses that we will incur across the country if this bill goes into effect. There will be an economic backlash, and the general public will certainly feel it, and the media will certainly recognize it.

Sincerely,
Chet Sanders

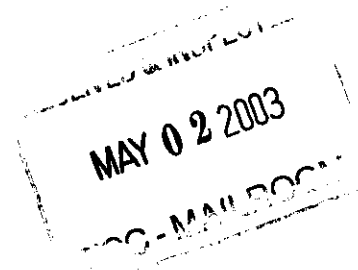

Senior Programmer Analyst
Teleperformance USA
220 N. 2200 W.
Salt Lake City, UT 84116
chet@teleperformanceusa.com
office 801.366.8512



Teleperformance USA

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir/Madam,

This message is from J.P.Sundaragandhi, who is a corporate employee of Teleperformance USA located in Salt Lake City. I am working as a Report Analyst in Data Processing department of this company. In this letter I would like to emphasize the devastating effects of this new regulations on my job and on my life and why I think this regulation is going too far and unnecessarily affecting people's life.

As a person working in the data-base I could see clearly the call results and I am amazed by the number of positive results from customers. If people are really annoyed by our call or if they do not believe on the products we sell it would not be possible for us to make that many sales. It is important to mention that often people take time to even mention the reasons why they are not interested.

I believe outbound Telemarketing is just a marketing strategy like any other marketing strategies. I personally do not find any difference between Television advertisements and Telemarketing. Only on this medium companies were able to contact prospective buyers directly and explain about the products and services they are offering and answer all the possible questions the customer has. We are providing an excellent service to the community by taking the products directly to the people's doorsteps. If companies were to just rely on other mediums they would not be able to know the reach of their products and determine the drawbacks of their products if any. Because, only though Telemarketing they would be able to know the reason of the customer dislike. I can go on and on how Telemarketing is just another way of marketing products.

If this regulation becomes a law then our industry might not be able to survive for long. We all who depend on the Telemarketing industry for our daily bread would loose our job and I believe that this will directly affect our already ailing economy. If we lose our job it would be hard for us to find a job in this economy and we wouldn't be able to support our families. Particularly it would be an imaginable for me, since I am an immigrant. This industry provided me an opportunity to survive in this country, I request you not to take future opportunities from the hundreds and thousands people like me by implementing this law.

I request you to please consider American Telemarketing Association's proposed modifications to the FTC rules and not to form a National DNC list. I thank you for providing this opportunity to voice my view.

Yours Sincerely,

J.P. Sundaragandhi
470 S 1300 E, #1707
Salt Lake City
UT- 84102



Teleperformance USA

RECEIVED
MAY 02 2003
DO NOT MAIL

25 April 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

I am an employee with Teleperformance USA in Salt Lake City, UT where I work as a Computer Operator and a Level 2 Systems Support Technician. My job consists of keeping the computers and dialers running so telemarketing calls can be made. Certainly my job is important to me especially in these poor economic times.

I am a husband and father as well as a full-time student at the University of Utah pursuing three degrees in: Sociology BS, Economics BA and German BA. My employment is crucial to the support of my family and my education.

Like most American's I have at time been interrupted during dinner by telemarketing calls. Yes I have been annoyed and requested to have my phone number put on some companies DNC lists. However telemarketing calls are not nearly as annoying as the number of credit card applications I get in my mail every day and the number of SPAM E-mails that arrive in my inbox. We live in a global capitalistic market economic system (I would get into the problems inherent in that system) and as such money rules every move made in the competitive game of corporate chess.

A National DNC list would certainly decrease the revenue of all telemarketing companies. Such a move would be fine if every other annoying marketing practice was also to be curtailed. However a National DNC specifically targets telemarketing companies. Somehow such an act does not appear to promote equality. If such a list is created then, in the name of equality, all postal advertising and marketing mailings should be included in a national Do Not Mail list, since they are also annoying. In continuing equality TV and Radio advertising should also be included in such a list. Speaking of annoyance billboards are huge annoyances and distractions while driving down the highways.

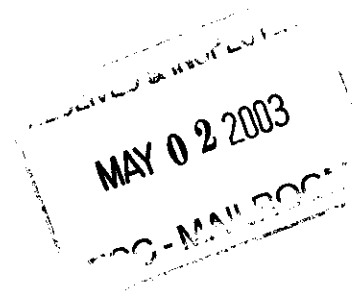
Certain such a proposal sounds ridiculous, not to mention disastrous to our market economic system. Although it would be nice to not be annoyed by any marketing methods it is not a realistic option. This is the system that has allowed western civilization to thrive, we have, although unwillingly, choose this system. We cannot afford to recess our economy more than it already is and it would not be ethically right to mandate control over just the telemarketing industry.

Thank you for your full consideration on this topic.

Aaron Job Andrus
7485 West Burr Drive
Magna UT, 84044

April 4th, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection
Act of 1991

To Whom It May Concern:

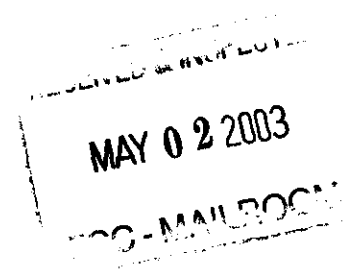
I would like to take just a moment to voice some concerns I have about the national do not call list. I am currently employed as a software developer at Teleperformance USA in Salt Lake City, Utah. I develop software for telemarketing campaigns. It's my understanding that implementing a nation-wide do not call list would likely eliminate thousands of jobs worldwide, including my own. I cannot stress enough, the importance of my job to my family and me. Therefore, if creating such a list would mean the loss of my job, I cannot and will not support it.

Thank you for your full consideration on this topic.

Cody Ellsworth
355 West 1450 North
American Fork, UT 84003

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



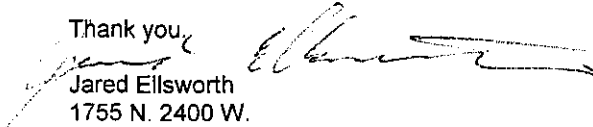
Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am writing to express my concerns regarding the National DNC list and restrictions on Predictive Dialers, and how it will affect my company and me. I understand that these restrictions are designed to protect the consumer. However, these rules and regulations could drastically change the way my company operates, reducing the volume of business and as a result putting many jobs at risk. I believe the proposed changes to the FTC rules by TeleperformanceUSA and the American Telemarketing Association will be a better solution for all parties involved.

I am grateful to be currently employed as an IT-Applications Programmer with TeleperformanceUSA in Salt Lake City, Utah. The economy is struggling and well as the job market in my community. If I should lose my job because of these rules and regulations, it would be nearly impossible to find another position that would cater to my needs, and the needs of my family.

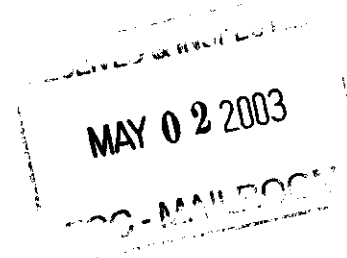
I ask that you please consider TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you,


Jared Ellsworth
1755 N. 2400 W.
Lehi, UT 84043

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work in Salt Lake City, UT for TeleperformanceUSA in the Information Technology Department. My job title is database developer, and as such I ensure client data and reports are accurate.

I truly enjoy my job because I work with honest, hardworking, good people. By nature of my job duties, I am involved with several clients. I also enjoy knowing that I'm helping each client by providing accurate reports needed to make correct business decisions. I am always impressed at how closely each client daily monitors what is going on in the call centers to ensure quality service for their customers and potential customers. This makes me proud of my job, because I know that it is helping customers receive what they need in a timely manner. Every client I've been associated with has been well-known and respected in the business community, and they sell valuable products and services. I understand that telemarketing is an important part of their business plans and serving their customers. For those customers who do not wish to receive service via their phone, they have several inexpensive options to screen phone calls.

My job is crucial to the well-being of me, my family and my community. Because of the current state of the economy, my husband has been unemployed for several months. If I were to lose my job as a result of new legislation our family would be financially devastated. We would be unable to meet our financial obligations, and would even have to move out of our home and move in with relatives. The community would also be affected because we would no longer be able to purchase goods and services from local businesses.

I am opposed to the National DNC list and restrictions on Predictive Dialers. In conjunction with that I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules. The government's jurisdiction does not cover placing rules in the public domain, including telephones and sales. In this public domain there are several very inexpensive options consumers can purchase to screen phone calls, including Caller ID, answering machines and a 'no solicitation' message that is heard by the caller before the phone even rings in the house. I feel that the Legislators are pushing these changes because they think it's an easy way to please their respective constituencies.

Thank you for your full consideration on this topic.

Sincerely,

Jennifer F. Adams
4822 Holladay Blvd. #210
Salt Lake City, UT 84117

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work in the Information Technology Department for Teleperformance USA in Salt Lake City, Utah. I am a programmer/analyst using a database language called Informix 4GL. I am responsible for programming the screens in which the TSR's use to sell products/services to customers. The TSR's will also use these application programs to capture any data the client has requested. I am also responsible for writing the programs in which our Quality Assurance Department use to verify sales the TSR made.

In a time when so many people are unemployed, I am thankful to have a job in which I can use my Bachelor's Degree. I greatly enjoy my career and the people I work with. As a programmer who actually puts the scripts into the centers, I am impressed with the products and services we sell. I am also well aware of the success of telemarketing. I know many people complain about telemarketing, but the millions of telemarketing sales each year reflect its success.

My job is an important part of my life and contributes to my self-esteem. But even more importantly, it is necessary for me to support my family. As the breadwinner in our family, if I were to lose my job, the impact would be felt by more than just me. My husband and children would also suffer. If I were to lose my job, my family would also lose medical and dental insurance.

I oppose the National DNC list and restrictions on Predictive Dialers. I fully support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

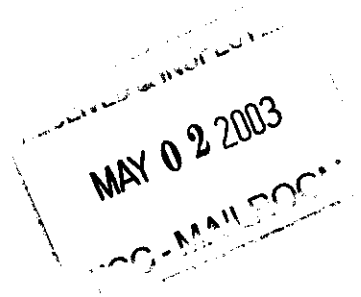
Thank you for your consideration on this topic.

Vickie S. Hunt

Vickie S. Hunt
1632 Dean Ave
Tooele, UT 84074



Teleperformance USA



4/28/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work in Salt Lake City Utah where I am in the Data Processing group at TeleperformanceUSA. I process the information and generate reports on the calls that take place to potential customers. I think that telemarketing is an alternative to people having to leave their houses to buy products or gain information. In this way we bring products or information right to the individual without them having to leave the comfort of their own home. This adds convince to buying product or hearing about new information that they might not be aware of.

This job is essential in supporting my family. It allows me to provide housing for my family and food on the table especially in these hard economic times. It also allows me to put back dollars into my local community for economic growth.

I oppose the National DNC list and restrictions on Predictive Dialers and support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.

Allen DeFriez
1135 East Lakeview Dr.
Bountiful, UT 84010

RECEIVED
MAY 02 2003
FCC-MAIL ROOM

April 25, 2003


Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278

Dear Commission's Secretary,

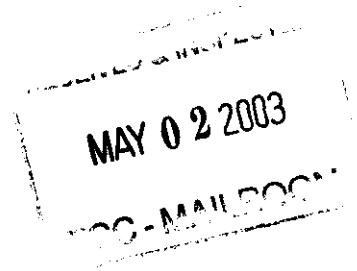
I am writing in regards to the proposed Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991. I have worked at the Teleperformance USA at the Salt Lake City center for about a year and a half as a quality assurance representative. My duties are to make sure the telemarketing representatives are doing their job based on the expectations of the client and you. Working mothers, minorities, and people who cannot afford to better their education to find better jobs will be put out of work. The above proposed act will lay-off about 60% of the employees who are currently working at Teleperformance USA. It will create higher taxes on the working class because of unemployment. Our economy was founded on telemarketing/"door to door" sales. If the proposed act is passed, it could possibly send the economy into another depression that our country suffered in the 1920s. In conclusion I believe the proposed act will hurt our economy more than it already is.

Thank you for your full consideration on this topic.

Sincerely

Paul Ford

742 South 400 East Apt H305
Salt Lake City, UT 84111

4/26/2003
Commission's Secretary
Office of the Secretary
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and regulations Implementing the Telephone Consumer Protection Act of 1991.

Salt Lake City, Utah TeleperformanceUSA Quality Assurance

My job is very important to me I value it greatly. I enjoy working with the people I work with and to provide the best in everything.


The product and services we offer are of great value to many people. We are happy to help them in any way. To provide with the services they need and or want and to make sure it fits their budget.

I have two wonderful children I take care of. Not only do they have need and want they also get sick and need medical assistance. Which requires co-pay and out of pocket expenses. I also pay into Medicare and social security to help the people in need of these services.

The outcome of me losing my job would not be good. I am a single mother. If I were to lose my job I would need assistance to provide for my children: Housing, Welfare, Medicare, Unemployment. These steps would be required by many other single mothers who work for other telemarketing agencies.

I am asking please do not put the DNC list into effect. It will put hundreds of thousands of people out of work. It is going to hurt our economy even more. I fully support all TeleperformanceUSA's and Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.


Amber Richardson
4896 W. 8740 S.
West Jordan, UT. 84088

April 27, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

MAY 02 2003

CC-MAIL ROOM

CG Docket #02-278

I currently work at the Teleperformance USA located in Salt Lake City, Utah. I am a Quality Assurance Monitor, that listens to Nextel,

I enjoy my job here as I adhere to the strict guidelines and regulations governing our conduct. In my job I monitor Nextel Representative's to ensure that they handle their contract with people in a professional and courteous manner also following with in the guidelines.

I have been working here for a approximately 2 years and have actively sought to advance in my career and with the company. This career has provided me with a sense of worth and purpose. The income that I earn allows to provide for myself and to maintain my obligations in getting and keeping a residence and also transportation.

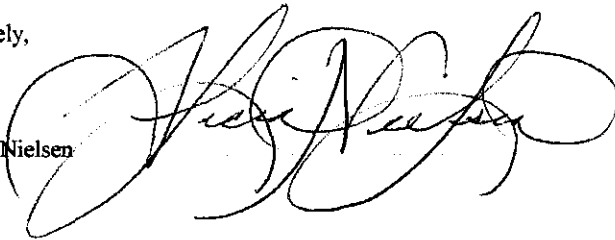
I do feel that we provide a very important service and valuable product to our customer and potential customer's.

I must also state that a change in the rules and regulations governing call centers could result in a hardship being placed on my family. As a single person I have no companion to help absorb the obligations of my life and the burden would to my parents, or worse, to the government and unemployment services.

I am opposed to the National DNC list and those restrictions but rather support the American Telemarketing Association's proposed modifications to the FTC rules.

Sincerely,

Alicia Nielsen

A handwritten signature in black ink, appearing to read 'Alicia Nielsen', written over a large, stylized circular flourish.

RECEIVED DIRECTOR
MAY 02 2003
CG-MAIL ROOM

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278

My name is Peggy Preston and I am writing this regards to Regulations Implementing the Telephone Consumer Protection Act of 1991. I've been working at Teleperformance USA at Salt Lake City center for about 6 years as a Qualify Assurance Representative. My job is to making sure the telemarketing representatives are doing their job based on the expectations of the client and you. I believe the proposed act with create unemployment and higher taxes on us. I feel that if the act is passed I will lose my job. I do not want to apply for unemployment because I like making a living on my own. In conclusion I feel the act will not help the working class or our economy.

Thank you for you full consideration on this topic.

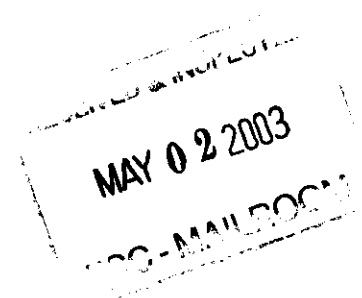
Sincerely,

Peggy Preston
742 South 400 East Apt H305
Salt Lake City, UT 84111

Peggy Preston

4/28/2003.-

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: **CG Docket No. 02-278**

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Hello.-

I am very concerned about **CG Docket No. 02-278**, if this passes it could have drastic effects on and throw out **communities** as well **economy**. My History Teacher's have told me in school that **America used to be more about industries and factories**, but in our times now they have been replaced by **customer service and telemarketing sales**,

I work in **Salt Lake City** as a **QA Specialist** or **Quality Assurance Specialist** my job is to make sure the sales reps are doing their job as far as selling, helping customer select or find out what product is good for them and to make sure that the rep is creating a comfortable dialog with customer.

If **CG Docket No. 02-278** passes my job may end here, I love my job I like to help others in this job. I help sales reps better understand the customer, so they can learn how to talk to any customer in any situation. I help by keeping the sales reps understood about what is legal to say and what is illegal to say. It helps them earn more sales and money, it helps us as one **economy** the less people we have on **America's welfare** the more money the **Country** has, less likely they have to raise taxes on those who have money or have a job.

I strongly Urge you to say **NO** to the **National DNC list and restrictions on predictive Dialers**, I'm Very Concerned About The **SOFT** economy the country is facing right now. The numbers of people that doesn't like telemarketing is relatively very small of those who had gotten a service from a telemarketer. And would do business over the phone again. But you have heard just from that small amount, now you have to hear from us. I fully Support **American Telemarketing Association's Proposed Modifications to the FTC rules**

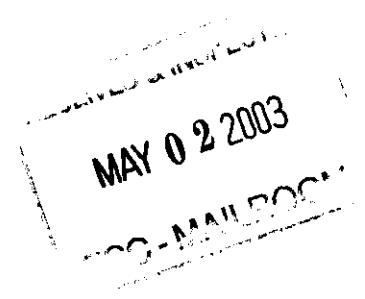
Very Truly Yours

Arturo Alejandro Sanchez
275 North Main Street Apt # 510
Salt Lake City, Utah, 84103.-

Arturo Alejandro Sanchez.

4/28/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278

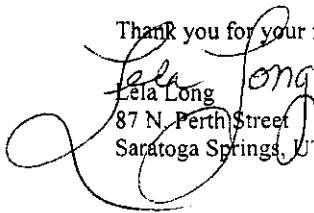
Rules and Regulations Implementing the Telephone Consumer Protection Act
of 1991

I work in the accounting department for a teleservices company, which handles inbound and outbound phone calls. My husband works for the same company as a supervisor over 20 customer service representatives.

As far as telemarketing is concerned, my company does a lot of outbound work. My family has actually received calls from companies similar to ours, and we actually refinanced my student loans after receiving a telemarketing call.

Our company is primarily an outbound company, and the proposed National DNC list will severely impact our company by forcing it to cut jobs or reduce costs and pay. This would be extremely damaging to our family and many families that we know and work with every day. I absolutely reject the idea of a National Do Not Call list when 1) The state lists are sufficient, 2) It will hurt tens of thousands of jobs in a time when we can least afford it, 3) There are other solutions to avoid telemarketing calls besides such a burdensome and restrictive NATIONAL list.

Thank you for your full consideration on this topic.


Lela Long
87 N. Perth Street
Saratoga Springs, UT 84043

Monday, April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

RECEIVED
MAY 02 2003
CC-MAIL ROOM

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

To Whom It May Concern:

I have been an accounts Payable Specialist at The Corporate Office of Teleperformance USA, Salt Lake City, Utah for almost 5 years. I am a single mother and in these days of low employment rates, I have felt very confident of my job and did not ever fear that I would have to find something else. That's why I stayed here so long.

I feel that people love to shop for new and exciting items like we sell and I thing that us coming to them makes it a lot easier, via telephone for a lot of people. If you don't want the product you can just say no. I think that is how most people feel about Telemarketing.

Right now, I have had a hard year and had to foreclose on my house, and take out a chapter 23 Bankruptcy. It is critical for me to keep my job and pay back the bankruptcy and get back in control of my finances.

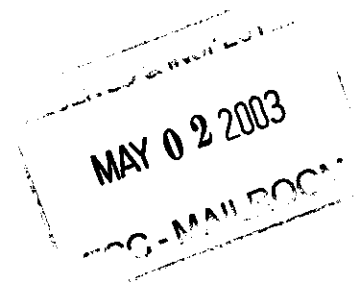
I live in Utah and I oppose the National DNC list and restrictions on Predictive Dialers and that you support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Diane Mellus
Diane Mellus
637 E. 3585 So.
Salt Lake City, Utah 84106

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To whom it may concern:

I have been a Financial Analyst at the corporate headquarters of Teleperformance USA, in Salt Lake City, UT, for over three years. The proposed National DNC restrictions have the potential to create a negative impact for both the industry I am employed by, including a possible direct negative impact on the livelihood of myself and my family.

In addition, as we are in a very recessed economical situation, the implementation of these proposed regulations could potentially result in the loss of hundreds of jobs. These are jobs primarily held by a less formally educated work force, people that may not be as easily marketable, especially in our current national economic status.

I urge you to consider these points and re-evaluate the repercussions of the proposed CG docket no. 02-278. Thank you.

Justine Jedlicka-Dubin

Financial Analyst
Teleperformance USA

Justine Jedlicka-Dubin
9312 S. Margie Dr.
Sandy, UT 84070

Brian Williams

From: Austin Long
Sent: Monday, April 28, 2003 2:53 PM
To: Brian Williams
Subject: DNC Letter

MAY 02 2003

CC-MAILED

Brian,
I'm at the other building and don't have access to Word or anything, but wanted to submit a letter. Could you print this and submit it for me?
Just helping out...

4/28/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work as a supervisor for a group of about 20 telephone representatives for a teleservices company which handles inbound and outbound phone calls.

As a part of my job, I work to train my representatives to handle their phone calls with courtesy, also to be efficient and profitable.

I love my job. I recently heard a statistic that one out of eight Americans got their first job at McDonalds. After fast food, I'd bet that teleservices would be the second most common first job. I get to work with a lot of people on their first job. I enjoy helping make it fun for them, but also helping them see the importance of doing the job right.

As far as telemarketing is concerned, my company does a lot of outbound work. My family has actually received calls from companies similar to ours, and we actually refinanced my wife's student loans after receiving a telemarketing call.

Both my wife and I work for this same company. Our company is primarily an outbound company, and the proposed National DNC list will severely impact our company, and may force them to reduce force and cust expenses (such as my pay). There are thousands of others who risk losing their jobs and receiving lower wages if the National Do Not Call list is implemented.

I absolutely reject the idea of a National Do Not Call list when 1) The state lists are sufficient, 2) It will hurt tens of thousands of jobs in a time when we can least afford it, 3) There are other solutions to avoid telemarketing calls besides such a burdensome and restrictive NATIONAL list.

Thank you for your full consideration on this topic.

Austin Long
87 N. Perth Street
Saratoga Springs, UT 84043